

	Market Management	New Appointments - ES	All branches exceeded their goals for new appointments. Cincinnati appointed 9 agents exceeding their goal.
		MVI Implementation - MA	Came close to meeting the \$8,000,000 goal. This was despite the fact that agents in Ohio were reluctant to place any business with auto premium due to Ohio UM.
		Agency Plans - ES	Agency management and plans received high marks in Cincinnati and Indianapolis in audit. Cleveland probably needs some work but is coming on quickly. No audit conducted in Cleveland.
Internal Process	Underwriting Quality	Audit Findings/WTO Feedback - MM	Although no audits were conducted in 2000 in the region, the feeling is that work needs to be done. Looking forward to July's audit of CCI throughout the region.
		Regulatory Compliance - ES	With excellent staff of CSRs and CSD management the feeling is that we're in excellent shape. Excellent work has been done in complying with Warren's requirements with Ohio UM.
	Service Performance	New/Renewal Issuance - MM/MA/ES?	While underneath goal, the Ohio Valley was better than the zone average in both new lines and renewals and improved by ten points. New lines service was hampered by difficulty in issuing Ohio UM.
		Endorsement Issuance - 86% MM/MA	Once again endorsements were over the zone average and experienced a ten point improvement.
		Premium Collections - ES	Region was at 58 days.

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		<p>Loss Control Results/impact - MA</p> <p>Claims Results/impact - ES</p>	<p>Communication with underwriting significantly improved. Quality of staff, reports and deliverables improved. Still significant work to achieve in increased deliverable of service to loss control accounts.</p> <p>Claims involvement in the marketing effort and in Claims administration is top shelf. Claims involved in all areas of account acquisition, retention and management</p>
People Management:	Management of Resources	<p>Retention of ES performers - CE</p> <p>Minority Retention - ES</p> <p>Minority Hiring - ES/CE</p>	<p>No ES performers were lost in the Ohio Valley Region. The turnover for the region was at 5.8%</p> <p>Minority retention was at 89% which appears to be a 3-4% improvement over 1999. Difficult to calculate 1999, will check with zone.</p> <p>42% of trainees were minorities. In addition, 1 experienced hire hired.</p>
	Building Leaders	<p>Execution of L&D agenda - ES</p> <p>Dev. plans for direct reports - ES/CE</p> <p>Mentoring/Coaching Staff - personally mentor 5 high potential employees - ES/CE</p>	<p>L&D agenda clearly executed with average of 50+ hours training per employee (see attached)</p> <p>100% by 5/1.</p> <p>Development of key employees are going extremely well.</p>
	Modeling Behavior	<p>Employee Survey Results/personal 360° Feedback - ES</p> <p>Diverse teams, opening learning/work environment - ES/CE</p>	<p>Cincinnati results were extremely high compared to the zone. Cleveland was approximately at zone average and Indianapolis needs work. Overall average of the region was higher than zone average. Individual 360° feedback indicates that branch rates me at 8.4 on a scale of 10 (see attached)</p> <p>Active diversity committee working in branch (see attached)</p>

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		<p>40 hours of learning - ES/CE</p> <p>Employees have written development plans - MA</p> <p>Establish community involvement - ES/CE</p>	<p>Branch average well in excess of 45 hours of training (Will supply by review).</p> <p>100% of all employees have written development plans. However, at a fall audit development plans were at 79%.</p> <p>Branch has been extremely active in community activities with branch manager serving as officer on local non-profit board (see attached)</p>
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